

Digital membership FAQs

- 1. I would still like a physical membership card is that still an option?**
 - a. Yes! Request your physical card at the front desk and they will be able to print them for you.
- 2. Explora isn't appearing when I search the app.**
 - a. Please make sure that you give the app access to your location. If you still can't find Explora listed, please delete the app and download again.
- 3. Do I have to download the app or can I save my membership card to my smartphone wallet?**
 - a. You can download the membership card to your smartphone wallet through the app, which is what we prefer. This would give you access to receiving renewal notifications!
- 4. How do the other card holders get a hold of their membership cards?**
 - a. The other card holders can download the digital membership card following the same process; you can forward the confirmation email. They will need the membership number and the primary last name on the account.
- 5. I made changes to my membership, but my membership card hasn't been updated. How do I fix this?**
 - a. If you just downloaded your card and erased the eMembership Card app, you will need to erase your cards from your wallet and redownload your cards through the app.
 - b. If you still have the app your membership card will automatically update within 2-3 days.
- 6. Why should I download the app vs just downloading the cards to my smartphone wallet?**
 - a. Automatic updates to your card
 - b. Auto renewal notices
 - c. Updates about member events/specials
 - d. Easy ASTC Reciprocal benefits
 - i. If you do not use the app and only download cards to your wallet renewal notices and ASTC benefits are not easily accessible.
- 7. Are digital membership cards still accepted at ASTC Reciprocal museums?**
 - a. Yes. Although the ASTC logo is not displayed on your digital membership card, your reciprocal benefits are still valid.
 - i. In the app if you click on "Show My Membership Cards you will be able to view the ASTC logo.
- 8. I can't access my membership. What should I do?**
 - a. Make sure you have your member number, or make sure you are using the phone number we have on file to access your membership. If you don't have a number on file email us at membership@explora.us to add one.
 - b.
- 9. Will my membership automatically renew now that I have access to my digital membership?**
 - c. No, you will still need to renewal your membership online, in person or over the phone.